

Jail Video Visitation & Arraignment Network System FAQ

1. The RFQ calls for a minimum of 25 visitation terminals. Could you please breakdown the number of desired inmate and visitor visitation terminals? **6 visitor/19 inmate. We also anticipate an additional station for the video arraignment room, which could potentially be taken from one of the 6 visitor stations.**
2. Is the desire to allow for both onsite video visitation as well as internet video visitation? **Yes**
3. Do you plan to charge for onsite video visits that exceed the inmate or visitors number of "free" visits? **Yes**
4. Do you plan to charge for all internet visits? **Yes**
5. Do you plan to expand the hours available for internet visits to take full advantage of the system and revenue generation opportunity? **Yes**
6. The RFQ states that a scheduling or calendar module is required. Does the county require a web based scheduling application where the public can register and scheduling online rather than speaking with an officer to schedule a visit? **Web based would be beneficial, with a means for my staff to screen the visitors and check for warrants/protection orders.**
7. What is the current Jail Management System to interface with for scheduling purposes? **Spillman**
8. Do you require the ability to set up different visitation schedules based on public visits and professional visits throughout the day / week? **Seems two separate schedules would be hard to coordinate.**
9. Do you require an automated method to alert visitors if a visit has been canceled such as email or phone alerts? **That would be beneficial.**
10. Do you require the ability to use an ID Card Reader so officers can register and / or check in visitors at the facility using their driver's license to auto populate fields rather than manually typing information into the system? **No. but that would be beneficial.**
11. Do you require the ability to do a live video check in for at home / internet visitors allowing the visitation officer to see and communicate with the at home visitor(s) prior to the visit being allowed to start similar to what you do with onsite visitors? **No. But live monitoring and recording is necessary. The ability to immediately cancel or break into a visit would be beneficial.**
12. The RFQ states it must have IP Blocking capabilities. Please clarify if what you are looking for is a way to restrict or block certain visitors from scheduling visits, not necessarily blocking only a specific IP address. **Your assumption is correct.**

13. The RFQ states that the system must have recording capabilities. Does the county plan to record all personal visits or only certain visitors / inmates that have been flagged for recording? I envision a system similar to inmate phone vendors'. Visits are recorded and must be stored for 60 days. Attorney visits are not recorded.

14. How long must recordings be stored? 60 days

15. Could you provide the current average number of personal visits per month? 239 personal and 228 professional.

16. Do you require the ability to do live monitoring for all personal (non-professional) visits? Yes

17. Do you require the ability to automatically encrypt professional visits so they cannot be monitored or recorded? Yes

18. The RFQ states that the system must be Web-Based. Are you interested in a 100% hosted platform or are you open to other suggestions that may be a combination of hosted and onsite servers? Open to alternatives.

19. Is the required bandwidth for utilizing the hosted system and at home visitation going to be provided by the county or is the bandwidth in and out of the facility required to be provided as part of this RFQ? We will need to get another internet connection for this service, and therefore, it is our preference that the vendor cover these additional costs.

20. Does the county have any requirements for the hosted solution to ensure the hosted environment and servers are secure? Things to consider would be security of the data center and server racks, redundancy for power and internet, protection from fire, flood damage, etc. We are assuming that the visitation would be SSL encrypted (HTTPS) and follow industry standard security practices as far as server setup and backups. We need to make sure that data is retained and meeting WA State retention requirements.

21. Do you require a system that utilizes non-proprietary and field replaceable components in the visitation stations? Yes

22. Do you require a system that utilizes standard video communication technology such as H.264, H.323 or SIP to ensure the visitation stations can communicate with other video CODECs by other manufactures (Polycom, Cisco, Sony, etc.) that may be utilized by other agencies? Our preference would be that the system utilizes standard video communication technology. However, at this time, we have a single use in mind for this system. Archived video recordings need to be in non-proprietary format and meet industry standards for cross platform compatibility.

23. Is Lewis County asking for new Cabinetry or are we using existing Cabinetry? If so existing, are the 25 requested Terminals in the proper locations within the Jail? and do they have Power and Data installed already? Use existing cabinetry. There are two which will need to be moved to female housing from public visit. They do have existing power and Ethernet.

24. How do you approve Attorneys for Video Visitation? Currently, all visitors come to through the lobby and register with the reception employees prior to visiting.

25. On Video Arraignment, would you prefer the Court to pay for their own equipment and installation. That way we make the right offer? I would prefer to include the two municipal courts in the package.

26. I am interested in bidding the Jail Video Visitation and Arraignment System but I am confused as to what is required at this time. I understand that you are currently requesting qualifications for the project and I believe that the RFQ's are due by March 9th, is this correct? Once the RFQ process is complete when will the actual project bid? Thank you for your interest. The process will go as follows: Once we gather all the responses to the RFQ, I will open them in front of the Board of County Commissioners. The responses will be graded on the criteria submitted in response to the RFQ process. I will select the vendor which will provide the best product for the most reasonable expense. Once a vendor is selected we will negotiate a contract. Deadline for submission in March 9th, 1600. I will open them on March 12th.

27. Average Jail Population? 213

28. Maximum Jail Population? 356

29. Pods/Dayrooms Details?

A1-A8: share 1 video booth; 75 beds - WE plan to change this by adding units in A7 & A8. A1-6 will remain shared.

B2: 4 beds

B1, B3, B4: share 1 booth; 45 beds

C1: 60 beds

C2: 60 beds

D1: 24 beds

D2: 24 beds

E1: 24 beds

E2: 24 beds

E3: 24 beds

E4: 24 beds

E5: 24 beds

Medical: 4 beds

30. What is the current visitation schedule?

M-Th: 8:30-4:30

Sun: 1-4

31. Number of allowed visits per inmate, per week? Two (currently)

32. Currently have video visitation? Yes

33. What Manufacturer of current system? ECS

34. How many current inmate stations? 27

35. How old are the stations? 2005

36. Current number of total visits conducted each month?

239 Public Visitors

228 Professional Visitors

37. Inmate Phone System Provider? GTL

38. How many phones in each Pod/Dayroom? 1-6

39. Average number of minutes phones are used per month?

727 hours per month average (43,620 minutes)

40. Hours phone system is available daily? 6 hours daily

41. How many calls allowed? Unlimited

42. Call length limit? 15 minutes per call

43. Cost per call? \$2.75 local

44. Internet Service Provider?

Will need to install Comcast for this purpose (Comcast is our current provider)